

## RETROSERVE LIMITED

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# Health and Safety Policy

## Policy Statement

Retroserve Limited is committed to achieving and maintaining the highest standards of health, safety, and welfare for its employees, subcontractors, clients (homeowners), and the public, with an explicit goal of zero harm. This commitment is fundamental to our operation as a specialist contractor delivering Energy Efficiency Measures (EEMs) under the publicly funded ECO4 scheme. Our approach is underpinned by:

- **Full Compliance:** Adherence to the Health and Safety at Work etc. Act 1974 (HASAWA 1974) and all relevant UK construction regulations, specifically the Construction (Design and Management) Regulations 2015 (CDM 2015).
- **Principal Contractor Duty:** Formally assuming the duty to plan, manage, monitor, and coordinate health and safety during the construction phase of all projects involving more than one contractor.
- **Competency:** Ensuring compliance with the stringent competency requirements mandated by PAS 2030 for all EEM installations (including EWI B4, Loft B9, and Condensing Boilers C1).
- **Continuous Improvement:** Utilizing our ISO 9001-aligned Quality Management System (QMS) to integrate safety performance findings into a Plan, Do, Check, Act (PDCA) cycle for continuous improvement.

## Responsibilities

Defined roles and responsibilities are essential for effective policy implementation:

| <i>Role</i>                               | <i>Health and Safety Responsibility</i>  |
|---|--|
| <b>Director/CEO</b>                       | Has ultimate legal and financial responsibility for health and safety. Ensures adequate resources (financial and human) are allocated and that the policy is formally reviewed and maintained annually.                              |
| <b>Project Managers (Site Management)</b> | Responsible for the detailed adherence to H&S procedures. Duties include verifying Risk Assessments and Method Statements (RAMS), conducting site inductions, managing subcontractors, and enforcing site rules.                     |
| <b>Retrofit Coordinator</b>               | Responsible for managing health and safety risks during the design and coordination process (PAS 2035), particularly risks related to the long-term performance and installation hazards associated with EEMs.                       |
| <b>Workforce and Subcontractors</b>       | Responsible for cooperating with management, adhering to established Safe Systems of Work (SSoW), wearing mandatory Personal Protective Equipment (PPE), and immediately reporting all hazards, incidents, defects, and near-misses. |

## Arrangements

The following detailed arrangements outline the procedures for achieving policy objectives:

### 1. Risk Assessment and Safe Systems of Work (SSoW)

- **Procedure:** All tasks, particularly high-risk EEM installations (e.g., External Wall Insulation (B4) working at height), must have a documented, project-specific Risk Assessment and Method Statement (RAMS) prepared, reviewed, and communicated.
- **Content:** The Risk Assessment identifies hazards, assesses the level of risk, and determines control measures. The Method Statement serves as the detailed Safe System of Work (SSoW), outlining the task methodology, required supervision, training/qualifications, and emergency procedures to ensure work is completed safely by suitably qualified persons.

### 2. Training and Supervision

- **Competency Assurance:** Retrosolve identifies and maps all training requirements against the company's Competency Matrix to ensure all personnel, including supervisors and installers, are suitably qualified.
- **Mandatory Training:** Given the specialization in EWI (B4) and Loft Insulation (B9), mandatory training includes Working at Height, Manual Handling, Asbestos Awareness (crucial for older domestic properties), and Confined Space entry (if relevant).
- **Supervision:** Supervision by competent managers and supervisors (SSSTS/SMSTS holders) is mandated for all high-risk activities to monitor adherence to RAMS.

### 3. Accident Reporting

- **Procedure:** A defined process is in place for the immediate recording, reporting, and investigation of all accidents, incidents, and near-misses.
- **RIDDOR:** All serious injuries, occupational diseases, or dangerous occurrences meeting the criteria of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR 2013) must be reported immediately to the HSE via their official online channels.
- **Investigation:** Formal investigation documentation, including Root Cause Analysis (RCA), is mandatory following all significant incidents to identify systemic failures and prevent recurrence.

### 4. Welfare Provisions

- **CDM 2015 Compliance:** Retrosolve commits to providing adequate welfare facilities in line with CDM 2015, Schedule 2 requirements, including suitable washing, toilet, rest, and changing facilities, and a clean place to eat and drink.
- **Domestic Site Arrangements:** As EEM installation projects occur primarily in occupied domestic properties (ECO4), arrangements for temporary or dedicated

welfare provisions (e.g., portable units or client agreement) must be clearly detailed within the project's Construction Phase Plan (CPP).

#### 5. Communication (Workforce Involvement)

- **Two-Way Involvement:** Communication ensures two-way involvement in managing safety and supports the continual improvement cycle.
- **Mechanisms:** This includes mandatory site inductions , daily toolbox talks, and regular safety meetings where workforce feedback is actively encouraged and utilized.

#### 6. Monitoring, Audit and Review

- **Inspections:** Retrosolve implements both planned and reactive site inspections.
- **Review:** Periodic site audits and formal Management Reviews are conducted by Top Management to assess policy effectiveness, QMS compliance, and the performance of control measures.
- **Integration:** Findings, particularly those from the RCA protocol, are immediately integrated back into the training program and continuous improvement cycle of the QMS to update risk control measures.

#### 7. Subcontracting

- **Pre-Vetting:** A formal process is used for assessing the bona fide status and competence of subcontractors before engagement, including verifying their own health and safety policies, appropriate insurance (PL/EL/PI), and their mandatory PAS 2030 certification for the scope of work.
- **Compliance:** All subcontractors are contractually required to adhere strictly to Retrosolve's approved RAMS and the project's CPP while operating on site.

#### 8. Cooperation and Coordination (CDM)

- **Pre-Construction:** Retrosolve maintains specific procedures to ensure liaison with the Client and Principal Designer during the pre-construction phase to gather and address all Pre-Construction Information (PCI).
- **Coordination:** Procedures are in place for coordination with all other contractors during the construction phase, which is critical for fulfilling the Principal Contractor role and managing interfaces between trades (e.g., EWI installers and Heating Engineers).

Signature: 

Full Name: Adam Shaid

Position: CEO

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